Regional bank invests in Uniti Solutions SD-WAN and Dynamic IP to improve network resiliency and performance.

A regional bank that provides banking, lending and financial services to clients through dozens of branches experienced rapid growth and needed to modernize their outdated network and communications services. They wanted to upgrade their network and voice-calling infrastructure to provide the highest-quality service to their financial customers. Partnering with Uniti enabled them to avoid costly outages and eased the burden on their IT staff.

At a glance

Industry
- Regional bank

Customer
- 30+ branch locations
- Two data centers

Challenges
- Legacy network and voice systems
- Lack of resiliency
- Data center outages
- Insufficient bandwidth
- Overburdened IT team

Solutions
- SD-WAN
- Dynamic IP
- Cellular Broadband
- Remote Reboot
- U Connect

Results
- Resilient connectivity
- Reliable voice communications
- Reduced outages
- Eased burden on IT staff

Connectivity to count on

The bank's information systems ran on an MPLS network that only had one connection and lacked resiliency due to that single point of failure. The company experienced 2-3 severe outages annually at one of their data centers, crippling operations as the applications required to support customers became unavailable.

for added resiliency. Uniti provides all the access connectivity, and the typical deployment includes a primary high-bandwidth fiber connection, a secondary cable connection and a tertiary cellular broadband connection, with all three in an active configuration.

To ensure resiliency at their two data centers, the bank deployed two SD-WAN devices in a high-availability (HA) mode with diverse dual-fiber connections. Multiple high-bandwidth fiber

"Windstream [now Uniti] is a trusted partner, and we consider them as an extension of our IT team."

CHIEF TECHNOLOGY OFFICER, REGIONAL BANK

"The MPLS connections didn't have the bandwidth to support the increasing demands for additional apps and the desire for faster performance," said the bank's chief technology officer. "Our systems need to be running at 100% uptime."

The bank opted to implement SD-WAN with multiple access connections at the branch locations

connections from Uniti deliver ample bandwidth and fast response times to support the ever-increasing use of new applications, keeping employees productive and improving the client experience.

"I'm confident that, when we need more bandwidth, Windstream [now Uniti] will be able to deliver," the CTO remarked.

The bank's network support team uses the U Connect portal on a regular basis to monitor performance and manage service tickets.

"Without access to technology, the bank simply cannot function. When we had outages in the past, it was crippling," the CTO added. "Windstream [now Uniti] SD-WAN significantly improved resiliency across the entire bank.

"When a connection fails at a branch office, our employees are not even aware," he said. "And since all connections are fully managed, the Windstream [now Uniti] technical support teams can take immediate corrective action behind the scenes."

Cashing in on improved voice traffic

The banks voice-calling systems depended on Primary Rate Interface (PRI) lines. During severe weather events, those PRI lines went down, and it was a slow, challenging and frustrating process to get them up and running again.

Uniti replaced the PRI lines with Dynamic IP, a SIP solution, to support the banks on-premises voice solution. The SIP voice traffic traverses the SD-WAN, which prioritizes it for the highest quality.

"Our voice communications are now reliable, and outages are a thing of the past," the CTO commented. "Windstream [now Uniti] SIP has proven to be a great solution for us."

Banking on a streamlined IT team

With a relatively lean IT team, the bank wanted to minimize the number of times their IT staff needed deploy to the branch locations for routine maintenance.

Fortunately, with the Uniti Remote Reboot service at all locations, IT can remotely reboot the SD-WAN appliance as necessary, without the need for an onsite IT specialist.

"Before Windstream [now Uniti] installed SD-WAN, I was spending too much time chasing problems," the CTO reflected. "A big part of the appeal of this solution is that my team can focus on board-approved projects to improve the business instead of routine maintenance tasks."

"I have a fantastic relationship with the Windstream [now Uniti] support team. They are highly responsive and work to quickly resolve any issues we have."

CHIEF TECHNOLOGY OFFICER, REGIONAL BANK

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